



**U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION**  
**Washington, D.C. 20507**

Office of Inspector General

**September 12, 2023**

**MEMORANDUM**

**TO:** Charlotte A. Burrows  
Chair

Pierrette McIntire  
Chief Information Officer

Delner Franklin-Thomas, Acting Director  
Office of Field Programs

Carlton M. Hadden, Director  
Office of Federal Operations

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Chief Data Officer

Gwendolyn Reams  
Acting General Counsel

Jacinta Ma, Director  
Office of Communications and Legislative Affairs

**FROM:** Joyce Willoughby  
Inspector General

**SUBJECT:** Final Report Transmittal for Customer Service Portals Evaluation (OIG  
No. 2022-001-EOIG)

Attached, please find the final report entitled Customer Service Portals Evaluation. We appreciate your assistance and cooperation while conducting this evaluation. The exit conference will be held on or about September 21<sup>st</sup>, 2023.

To ensure that corrective action on audit findings and recommendations proceed as rapidly as possible, the Office of Management and Budget issued Circular Number A-50, Audit Follow-up. EEOC Order 192.002, Audit Follow-Up Program, implements Circular Number A-50 and requires that for resolved recommendations, a corrective action work plan should be submitted within 30 days of the final report date describing specific tasks and completion dates necessary to implement recommendations. Circular Number A-50 requires prompt resolution and corrective action on audit recommendations within six months of final report issuance.

Should you have any questions, please contact Larkin Jennings at 202-921-3139, [Larkin.Jennings@eeoc.gov](mailto:Larkin.Jennings@eeoc.gov). Thank you for your assistance.

Attachment

cc: Cynthia Pierre  
Brett Brenner  
Elizabeth Fox-Solomon  
Andrew Kingsley  
Donnie Landon